

## Promoting Cultural Diversity and Sensitivity in the Workplace

1) Do the materials (including posters, magazines, brochures, newspapers, and other printed materials) in the reception area of the clinic help you better understand the culture and ethnic backgrounds of the population the clinic serves? (Circle one.)

4                      3                      2                      1  
To a Great Extent      Somewhat      Very Little      Not at All

2) If yes, list one or two examples.

3) Did you receive any cultural orientation to your clinic upon your arrival? (Circle one.)

YES      NO

4) If yes, how long was this orientation? (Circle one.)

1 hour or less      >1 hour to 4 hours      >4 hours to 8 hours      more than 1 day

5) If you received a cultural orientation, give one example of something you learned about the culture you will be working with that you did not previously know.

6) Does the clinic use bilingual staff or trained interpreters when dealing with patients? (Circle one.)

ALWAYS                      SOMETIMES                      NEVER

7) Are printed materials given to patients in their own language(s)? (Circle one.)

ALWAYS                      SOMETIMES                      NEVER

8) Reflecting on the articles we asked you to read prior to coming out here, to what extent do you believe they were helpful in preparing you? (Circle one for each.)

“Communication Across Cultures”                      4                      3                      2                      1  
To a Great Extent      Somewhat      Very Little      Not at All

“Working on Common Cross-cultural Communication Challenges”                      4                      3                      2                      1  
To a Great Extent      Somewhat      Very Little      Not at All

9) Please list additional comments below or on the back.

*(Note: if you know of good cross-cultural communication articles/books/websites that were not listed on our website, please let us know!)*